



Falkland Islands Government – Job Description

Job Title:	Junior Helpdesk Engineer		
Directorate	Executive Management	Section:	ICT
Reports to:	Chief Information Officer		
Grade:	Falkland Islands Government Grade – E1	Job Code:	607HE2

Job Purpose

To provide 1st line IT support to end users and assist in hardware and software rollouts across the FIG network, as well as maintaining the infrastructure in order to deliver that service.

Main Accountabilities:

Corporate Accountabilities:

Deliver business benefits through IT deployment & management which will include, but not be limited to:

- Applying analytical skills and technical resources and implementing infrastructure solutions supporting decision making and successful execution of systems and project deliverables as required.
- Effectively take part in resolution of 1st line support issues that are reported by taking ownership of, triaging and trouble-shooting the issues and providing advice on the appropriate action for users with basic technical skills upward and escalating to 1st Line support as required.
- Working with Level 1 Helpdesk and Network and Infrastructure Manager, to support corporate wide rollouts of new hardware across the FIG estate.
- Acting as a technical authority, providing expertise to both colleagues and service users.
- Effectively contributing to corporate KPI's for IT service and meeting published Service Level Agreements, (SLA's).
- Advising and providing insight on the development of standard operating procedures (SOPs) and policies.
- Providing users with an understanding of support tools, techniques, and how technology is used to provide IT services.
- Troubleshooting and resolving general problems across FIG related to user workstation issues.
- Housekeeping the server infrastructure under supervision from the Network Manager.
- Resolve issues for user via phone, or electronically via email or chat.

Role Specific Accountabilities:

- Reviewing aspects of users IT infrastructure (including servers, switches, storage, security, software applications, external hosting, remote offices and backups).



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Main Accountabilities: continue

Role Specific Accountabilities continued:

- Ensuring security standards are always adhered too.
- Providing consultancy and advice where appropriate.
- Performing implementation of granular access control, and monitor systems for acceptable performance and user accessibility, establishing back-ups, and monitoring systems security.
- Accurately recording time activity in line with procedures.
- Accurately reporting all customer communications using appropriate helpdesk software.
- Installing, supporting and providing routine maintenance to hardware and software.
- Analysing and resolving faults ranging from a forgotten password to a minor systems crashes.
- Ensuring that documentation and job notes are kept up to date and accurate.
- Writing & maintaining documentation for ICT procedures, security and disaster recovery.
- Replacing IT equipment at offices across the FIG estate.

The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.

Criminal Record Checks This post is regarded as a sensitive post

All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.

Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.



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Person Specification:	Junior Helpdesk Engineer		
Criteria	Essential	Desirable	Assessment Method
Education and Qualifications:			
Level 3 qualification in a relevant subject eg Diploma in ICT Professional Competence	✓		A
5 GCSE's, including English and Maths at Grades 9 to 4 (A* to C) or equivalent	✓		A
Valid driving License	✓		A
Industry standard certification such as CompTia A+/Microsoft Certified Solutions Associate/ITIL etc		✓	A
Evidence of continuing professional development		✓	A/I
NB Equivalent combinations of educational qualifications and experience may be considered.			
Knowledge, Skills and Experience:			
5 years (minimum) relevant work experience, (which should include providing customer service support)	✓		A/I/R
Keen interest in ICT with and able to demonstrate a sound knowledge of desktop PC's and Microsoft product suite	✓		A/I
Strong interpersonal skills, including the ability to win confidence and maintain credibility.	✓		I/R
Excellent problem-solving skills and the ability to think creatively around process analysis and improvement.	✓		I/R
Sound communication skills, including excellent verbal, written and active listening skills, along with the ability to engage pro-actively and constructively with diverse users and to communicate confidently with all levels of stakeholders as well as deliver effective presentations.	✓		A/I/R/O
Ability to write & maintain informative and clear documentation for ICT procedures, security, and disaster recovery.	✓		A/I/R
Ability to strengthen and develop the ICT infrastructure with good governance and adopting industry best practise.	✓		I/R
Experience of working corporately in a complex multi-service organisation.	✓		A/I/R
Ability to think creatively to develop new concepts, policies and solutions to identified problems.	✓		I/R
Ability to articulate at a technical level appropriate to the circumstances with users of varying levels of IT knowledge and competence.	✓		A/I/R



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Person Specification:	Junior Helpdesk Engineer		
Criteria	Essential	Desirable	Assessment Method
Knowledge, Skills and Experience: continued			
Good organisational and prioritisation skills.	✓		I/R
Sound risk management and verbal reasoning skills.	✓		I/R
Ability to match resources to technical issues appropriately.	✓		I/R
General business acumen skills to understand priorities and user risk.	✓		A/I/R
Strong understanding of backup and restoration methods.	✓		A/I/R
Good knowledge of Routers, Firewalls, Switches, VPN devices and wireless and other networking technologies.	✓		A/I/R
Excellent customer service skills.	✓		A/I/R
Ability to work effectively on own initiative under the guidance of a strategic steering group.	✓		I/R
Team player with the ability to positively motivate and share learning with other team members.	✓		I/R
Ability to be flexible, multi-task and organize priorities in a fast-paced work environment, while maintaining a high level of focus and accuracy.	✓		I/R
Possess attention to detail and follow-through	✓		I/R
A sound knowledge and working experience of packages, technologies, principles and products such as: <ul style="list-style-type: none"> • Microsoft Office • Microsoft Teams • General understanding of Database structures 		✓	A/I/R
Demonstrable experience in effectively managing Firewall Rules with Cyber Security expertise and good practice.		✓	A/I/R
Demonstrable experience of managing a Microsoft Domain environment, including Active Directory & Group Policies.		✓	A/I
Experience in Testing and Deployment of new Hardware, Software & Services.		✓	A/I/R
Experience of working in the public sector.		✓	A/I
Personal Attributes:			
Highly motivated, resilient and able to work in a busy, pressured environment.	✓		I/R



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Person Specification:	Junior Helpdesk Engineer		
Criteria	Essential	Desirable	Assessment Method
Personal Attributes continued:			
Works in a calm and reassuring manner	✓		I/R
Learns new skills quickly and has the tenacity to pursue an issue from beginning to end	✓		I/R
Positive 'can-do' attitude	✓		I/R
Maintains a high level of professionalism at all time	✓		I/R
Ability to operate and maintain the strictest confidentiality at all time	✓		I/R
Natural interest in IT with a desire to stay abreast of new technologies	✓		I/R
Note to Applicants: Please ensure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criterion on your application form.			

Method of assessment:

A - Application Form I - Interview O - Other R - Reference